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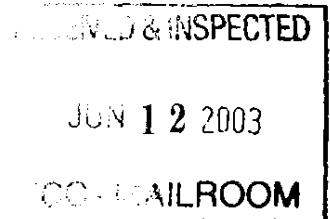


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## Georgia Public Service Commission

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June 11, 2003

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW, Room TW-A325  
Washington, DC 20554

In Re: CC Docket No. 98-67 – Annual Log Summary of Consumer Complaints  
Concerning TRS – State of Georgia

Dear Ms. Dortch:

I am responding on behalf of the Georgia Public Service Commission (GPSC) to the requirement contained in the Improved TRS Order; 47 C.F.R. § 64.604 (Mandatory Minimum Standards) for the annual submission of states' telecommunications relay service (TRS) consumer complaint log summaries for the 12 month period ending May 31, 2003 on or before July 1, 2003.

The GPSC has received two complaints concerning the Georgia TRS during the period June 2002 – May 2003.

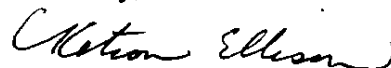
1. On October 9, 2002 the GPSC received an email from a subscriber who reported that she had been unable to access the Georgia relay center for two days by using the 711 dialing code. The problem was traced to the subscriber's local exchange company where it was corrected, restoring normal 711 dialing code access for the subscriber to the Georgia relay center on October 15, 2002.
2. On March 31, 2003 the GPSC received an email from a subscriber who reported that the 1-800 toll free number for TTY users to access the Georgia relay center, 1-800-255-0056, was inoperative. The problem was traced to the relay service provider who successfully resolved the problem that same day.

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Letter to Marlene H. Dortch of June 11, 2003 - Page 2

The Georgia relay service provider, AT&T, will be submitting its annual log summary of consumer complaints concerning the Georgia TRS directly to the FCC. GPSC staff review these complaints on a monthly basis as they are reported by AT&T, including the resolution of each.

Sincerely,

A handwritten signature in cursive script, appearing to read "Ketron Ellison".

Ketron (Ken ) Ellison  
Assistant Director  
Utilities Division

DOCKET NO. 98-67

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